

September 3, 2014

The Board of Commissioners of Public Utilities
Prince Charles Building
120 Torbay Road, P.O. Box 21040
St. John's, Newfoundland & Labrador
A1A 5B2

Attention: Ms. Cheryl Blundon
Director Corporate Services & Board Secretary

Dear Ms. Blundon:

**Re: Newfoundland and Labrador Hydro - the Board's Investigation and Hearing into
Supply Issues and Power Outages on the Island Interconnected System**

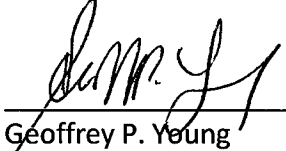
In a letter dated August 27, 2014 the Board requested that Hydro provide the dates on which the activities noted below would be completed, and to provide copies of the related materials as soon as they are completed:

- a) The Customer Expectations Research results referenced in PUB-NLH-194: This research was completed as scheduled in July. A copy of the full report produced for Hydro and Newfoundland Power by Market Quest Opinion (MQO) is attached.
- b) The Customer Service Strategy referenced in PUB-NLH-202: Hydro expects this strategy to be finalized by September 30, 2014, consistent with the schedule indicated in this RFI response. A copy will be provided to the Board at that time.
- c) The meeting minutes, notes, action items, and lessons learned from the joint utilities meeting scheduled for September, 2014: This meeting is scheduled for September 18, 2014 and a copy of the meeting outcomes will be provided to the Board by September 30, 2014.
- d) The final Severe Weather Preparedness Protocol as referred to in the Integrated Action Plan as #76 and the Protection and Control Systems Reports dated June 16, 2014: This protocol will be revised by Hydro's Asset Owners Technical Council on September 17, 2014 and a copy of the finalized document will be provided to the Board by October 1, 2014 as indicated in Hydro's latest IAP update on August 22.

We trust the foregoing is satisfactory. If you have any questions or comments, please contact the undersigned.

Yours truly,

NEWFOUNDLAND AND LABRADOR HYDRO



Geoffrey P. Young
Senior Legal Counsel

GPY/cp

cc: Gerard Hayes – Newfoundland Power
Paul Coxworthy – Stewart McKelvey Stirling Scales
ecc: Roberta Frampton Benefiel – Grand Riverkeeper Labrador

Thomas Johnson – Consumer Advocate
Danny Dumaresque